

**QUESTIONS AND ANSWERS**  
**U. S. Embassy Bratislava, Slovakia**  
**SLO10012Q0001**  
**Oct 12, 2011**

**1. QUESTION:** **Wording & Definitions**

Based on provided documentation from U.S. Embassy, we kindly ask you for further specifications in used terminology as follows:

“EA”referring to units in Section 1, Letter A, points from 6.A till 6 F

**RESPONES:** *EA means EA SMS*

**2. QUESTION:**

„Blackberry Services “referring” to units in Section 1, Letter A, points from 9.A till 9 F

**RESPONSE:** *The Embassy states in this section Blackberry monthly charged services. The offer can get estimated of actual users by dividing number of months by 12 (per one year).*

**3. QUESTION:**

„Renting of mobile with SIM card“ referring to units in Section 1, Letter A, point 12A

**RESPONSE:** *The Embassy would like to get a price for possible short term rental of mobile phones during special occasions, as VIP visits. As stated, the experience is to rent up to 100 devices including sim cards for no more than 2 months.*

**4. QUESTION:**

“Established business” referring to evidence in Section 3, Letter A2, Point 2

**RESPONSE:** *Offeror should prove that the company has officially established business in Slovakia. Any documentation proving this information will be accepted. Usually it is an extract from Slovak Business Register.*

**5. QUESTION:**

“Necessary personnel” referring to evidence in Section 3, Letter A2, Point 4

**RESPONSE:** *The Embassy expects the offeror to provide the company profile including number of employees, infrastructure and management positions. Company shall specify if any personnel will be assigned to coordinate with US Embassy any contract issues.*

**6. QUESTION:**

“All licenses and permits” referring to evidence in Section 3, Letter A2, Point 5

**RESPONSE:** *Offeror shall provide all necessary licenses and permits, as required by local law to provide subject services (e. g. frequencies)*

**7. QUESTION:**

“Recovery plan” referring to evidence in Section 3, Letter A2, Point 9

**RESPONSE:** *Offeror shall provide a plan which could be used in the event of an emergency or disaster. The Embassy would like to know offeror’s solutions e.g. if network breaks down.*

**8. QUESTION:**

Requirements of solicitation referring to statement “if required by the solicitation” in Section 3, Letter A3

**RESPONSE:** *Offeror shall provide information about the company insurance.*

**9. QUESTION: Current services**

What is distribution of U.S. Embassy’s SIM cards into flat rates (VPN solely, vs. VPN + current operator, vs. VPN + current operator + landlines)

**RESPONSE:** *The Embassy is using Virtual Private Network with a flat rate including some unlimited calls.*

**10. QUESTION**

Monthly invoice – What is average invoice (in EUR VAT excl.) for services for last six months?

**RESPONSE:** *Offeror can receive a hard copy of requested information upon written request. The information is sensitive and cannot be distributed outside the offeror’s responsible office.*

**11. QUESTION**

Penalties on HW – What is amount (in EUR VAT excl.) of penalties on HW (mobile phones & data cards) in case U.S. Embassy decides to switch the operator?

**RESPONSE:** *Offeror can receive a hard copy of requested information upon written request. The information is sensitive and cannot be distributed outside the offeror’s responsible office.*

**12. QUESTION**

List of SIM cards & HW – Could U.S. Embassy provide list of SIM cards with more precise information concerning distribution of voice, data, and blackberry services?

**RESPONSE:** *Offeror can receive a hard copy of requested information upon written request n. The information is sensitive and cannot be distributed outside the offeror’s responsible office.*

**13. QUESTION**

Contract proposal – Is it expected to provide a draft of the contract prior to evaluation of the offer?

**RESPONSE:** *The contract will be prepared by the Embassy. If the contractor wishes to add any language to the contract draft, the additional language is subject to the Embassy Contracting Officer’s approval.*

**14. QUESTION**

Potential length of contract – Referring to Base year, contract is perceived as 1 + 3 year term or 1 + 4

year term?

**RESPONSE:** *The Embassy intends to sign the contract for the base year with option to renew for additional 4 one year options, which is total 5 years.*

**15. QUESTION**

ORCA Website – Could you please identify more precisely needed representations and certifications from Slovak Telekom in Section 5?

**RESPONSE:** *Your responses are required to these representations and certifications otherwise your proposal could be considered non-compliant. Please read instructions and provide requested information.*

**16. QUESTION**

Currency – Is there any preference of U.S. Embassy to obtain offer in USD or EUR?

**RESPONSE:** *The offer shall be prepared in the local Euro currency.*